



MULTI-USE NETWORK EARNS PRAISE FROM ROCKY MOUNTAIN NEWS

BY TROY A EID
EXECUTIVE DIRECTOR, DPA

article.

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ANDRE PETTIGREW CUSTOMER SERVICE AWARD WINNERS

Nine Andre Pettigrew Awards were presented at the Senior Leadership Council Meeting. Mr. Pettigrew was on hand to present these new awards that have been initiated to acknowledge outstanding customer service efforts by DPA employees. The awards are divided into three categories: Leadership Excellence, Individual Excellence, and Team Excellence. The recipients for each award are listed below.

Individual Excellence Recipients

Susan Barry (TMU)

Susan was nominated for her outstanding work in the development of the websites for the Division of Human Resources and State Personnel Board. She educated herself in the necessary languages, processes and procedures of the Internet and brought that knowledge back to DPA. Her eagerness to continue not only her own personal growth but to share that knowledge with the Department is a standard for which we should all strive.

Charlie Marquez (DCS)

Charlie was nominated for his willingness to go above and beyond his regular duties to assist customers and ultimately making their jobs easier. Charlie offered to input invoices into COFRS for one of the DCS units that was in the process of moving, he assisted DoIT's accounting staff in addressing past due accounts, and he created a revenue source code list that staff could refer to regularly, making everyone's job easier, faster and more accurate.



Maria Sandoval (DCS)

Maria Sandoval was nominated for the consistent way she handles difficult customers. For two years, Maria's sole responsibility has been Capitol Complex Help Desk. Her job requires that she take incoming calls for maintenance and housekeeping needs of the Capitol Complex tenants. The help line regularly receives more than one call at a time and many calls involve dealing with angry tenants. Maria is personable and treats each customer and their needs as a priority. Maria initiated a call-back process where she would call tenants back to make sure their requests are handled correctly and on a timely basis.



Joi Simpson (DHR)

Joi Simpson, a member of the Total Compensation/Systems team, was nominated for her excellent customer service. This self-directed team is responsible for developing and maintaining policies and systems related to compensation, job evaluation, and leave. Joi's role is to approve personal service contracts, so Joi must assess each contract for its potential impact on the state



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personnel system. Joi works with managers, HR professionals, contracting, purchasing, and budgeting staff in all state agencies. This requires professional integrity and tact in balancing competing interests.

Jane Sprague (SPB)

A little more than a year ago, the State Personnel Board's alternative dispute resolution program was in a slump. The settlement rate for Board cases was about 12%. The Board wanted the settlement program improved, because employment cases are generally very well suited for settlement, and can result in huge savings for the state as well as more satisfactory outcomes for the parties. Jane agreed to train to become a certified mediator and then took over the Board's alternative dispute resolution program. Jane took the initiative in contacting litigants in Board cases, and scheduled settlement conferences, some over the telephone in order to accommodate difficult schedules, and her efforts increased the number of settlements to approximately 52%. Jane is single-handedly responsible for this dramatic improvement in the program.



Jill Vaughan (TMU)

Jill Vaughan has provided tremendous customer service to over 3,500 statewide users of the COFRS system. Jill, team leader of the TMU Production Support Unit, is highly knowledgeable of the CORFS system as well as the Infopac/Document Direct report distribution system, and has developed classes to educate statewide users on these systems. Her training sessions are organized and the materials are presented in a way that customers can really learn about the systems. She is always very pleasant and shows her concern to her customers through her dedication and willingness to go the extra mile to meet their needs.



Leadership Excellence Recipients

Larry Friedberg (DFP)

Larry is the State Architect and director of State Buildings and Real Estate Programs (SBREP). His program has probably the most diverse groups of customers in the Department. His office provides technical assistance to the Capital Development Committee (CDC) and Governor's Office of State Planning and Budgeting (OSPB). SBREP prepares the annual controlled maintenance report for OSPB and the CDC that identifies facilities conditions for building statewide and sets priorities for maintenance funds.



Bill Taylor (DCS)

Bill Taylor facilitated strategic planning meetings for work units both within and outside of the Central Services Division, including facilitation of DoIT's strategic and implementation planning and partnering with Guy Mellor to spearhead the Department's strategic planning process. Bill's keen sense of observation and can-do attitude allows him to proactively offer suggestions, processes, and procedures that take care of customers' needs. For example, while attending a facilitation conference in Phoenix, Bill took it upon himself to visit with Arizona's fleet manager to learn how they became an accredited fleet. Upon his return, Bill did internal testing with Colorado's Fleet Management and found that we were prepared for accreditation.



Team Excellence Recipients

Motor Pool - Daniel Muñoz and Sean Murphy (DCS)

Daniel Muñoz and Sean Murphy of the Central Services Motor Pool continually receive both written and verbal commendations from throughout state government. The Motor Pool has added a "4th C" to DPA's vision, Commitment. Both Sean and Daniel exhibit a truly remarkable work ethic. In the midst of cleaning, fueling, and performing maintenance on the Motor Pool vehicles, their interactions with their customers are always sincere, and their positive attitudes and actions effortless.



A special thanks goes to Robert Abeyta, John Cisneros, Cindy Corwin, Jill Vaughn, Diane Ferris, Rick Malinowski, and Roslyn McMillion for serving on the review and selection committee.

KUDOS

Gil Lopez and the **Quick Copy Staff** received thanks from Bob Marshall of State Buildings and Real Estate Programs, for a quick turnaround on their CDC report.

Darren Eurich, of the Design Center and the **Print Shop**, provided excellent customer service to the State Controller's Office in helping them get a report formatted and printed before an impending deadline and even went "above and beyond" by delivering the reports to their office.

LETTERS

Dear Mr. Eid:

Thank you for the opportunity to receive and participate in your adjudicative training on December 5. It was very well done and very well received by our people. The topics were timely and relevant and the presenters were knowledgeable, experienced and interesting. There were ethics and procedural questions presented that really made us think.

It was very evident that Judges Snider and Felter put in a lot of work and preparation for the training. They are to be commended for their efforts.

As you are aware, this kind of training is not readily available. Thank you for your leadership in providing this training forum.

Sincerely,

Kenneth Wynkoop
Hearings Director and Chief Hearing Officer
Colorado Department of Revenue

Dear Mr. Eid:

I would like to extend my sincere thanks and appreciation to you and the employees of the Department of Personnel and Administration for your continued support of the Colorado Combined Campaign.

Department of Personnel and Administration employees generously donated \$33,540 to the CCC and its umbrella charities this year. That is just shy of your goal of \$36,000, but well ahead of last year's total of \$24,566. That's a 27% increase! Congratulations. As we all know, a successful campaign depends on strong leadership and support from the top. Your endorsement of the CCC, as well as the great job Laura Blake and her Group Coordinators did attest to the fact that DPA cares very much about this most important giving campaign.

In addition, Lead Coordinator Laura Blake was a pleasure to work with. She did a great job planning and advertising the campaign, and we so appreciated her leadership as Vice Chair on the CCC Advisory Board. Please thank your employees for their benevolent contributions, and for enhancing the lives of those in our community who are less fortunate.

Sincerely,

George Seno
Account Executive
Colorado Combined Campaign

Dr. Robert Feingold

Colorado Chief Information Officer
Governor's Office of Innovation and Technology
225 E. 16th Ave
Suite 900
Denver, CO 80203

Dear Bob,

I wanted to let you know how much the Department appreciated the recent Security Assessment, which was conducted under the supervision of the Division of Information Technologies. This project supplied me with some real value, which was duly needed, in providing both cost effective and practical remediation suggestions, but above all, gave me the information needed to make sound security decisions to further harden our operations.

Please accept my thanks to all involved, especially to Nils Carlson, Rick Malinowski, and Brendan Joyce. Of course, the cyber group in my opinion, did a wonderful job as well. I believe that projects of this nature are really valuable, add sonic great credibility to the services agencies can offer each other, and demonstrates that collaborative efforts work!

Sincerely,

John Picanso
Chief Information Officer

Hey Monica,

I just wanted to send you a note of praise for Perry Madison. Although my dealings with him have been few and far between, I am consistently impressed by his knowledge and professionalism. He is very responsive, always willing to go above and beyond his duties to provide me with information, and his demeanor is always pleasant. I just thought I'd let you know that your 'customers' notice what a great job you and your staff are doing.

Ronda L. McGovern
Workers' Compensation Paralegal/Team Leader
Division of Administrative Hearings

Employee of the Month, DoIT's Sue Kafer

Sue was named Employee of the Month for her efforts in bringing the MCI contract to closure after a long and arduous process. The contract's signing saves the State between \$10,000 and \$11,000 per day. This number is based on 4 million minutes per month and a 6-cent differential.

Sue Kafer served as the technical lead throughout the whole RFP and was extremely knowledgeable about all facets of the requirements that the state needed. Her tenacity was impressive. She took full responsibility for the evaluation and contracting processes.

Sue was an active participant with the Contract Administrator, Marie Sarazin, during negotiations with the MCI and was instrumental in having some language and clauses that were not beneficial to the State's benefit removed. Sue is a extremely good negotiator, and was able to get many concessions because she knew the history with MCI and the problem areas that needed addressing. Sue and Marie were also able to get MCI to offer additional discounts (including calling card) below what they bid on their Best and Final Offer! Sue was a fine representative for the State, bringing in tremendous cost savings through the enactment of this contract.

Also nominated this month: Lance Shepherd of Central Services, for his efforts in finding funding



Sue was presented with her certificate at the quarterly Senior Management Council Meeting. Also pictured with Sue are Rick Malinowski and Troy.

alternatives to maintaining state buildings; Roger Cusworth, of DFP, for his work with the Colorado Financial Managers Association's Fall Conference; Denise Martinez and Mary O'Shea of the EO were recognized for their efforts in providing open enrollment training for DPA employees; Judge Matthew E. Norwood of DOAH for his consistently thoughtful approach to many of the complex legal issues faced by judges at the Division; the Employee Benefits Unit - Gena Trujillo, Suzanne Kubec, Sam Moreno, Marilyn Jordan, Vinita Biddle, Josh Grudle, Cari Arnold, Roger Allen, and Vince Plymell, and Mark Gelband, of DHR, for their hard work and dedication this year's open enrollment.

PERSONNEL CHANGES

New Employees:

George Lanford, DCS
Gerald Nelson, DCS
Jerry Armijo, DCS

Promotions:

Raymond Martinez, DCS, Pipe/Mech Trades I
Jonathan Richard, DHR, General Prof III

Suzanne Kubec, DHR, General Prof. IV

Transfer:

Timiann Flores to DOLE

Leaving State Employment:

Kristen Moriarty, DCS
Gregory Webb, DCS

IMPORTANT NOTICE

Now that the 2003 Legislative Session has begun, you may receive increased inquiries from legislators or members of the media. Please remember that it is departmental policy that all such inquiries are to be referred to Jeff Woodhouse, our Chief Information Officer and Legislative Liaison. Jeff may be reached a **303-866-6095**.

We are also employing a legislative intern this session, Jason Kazin. Jason is a University of Colorado graduate student and will be with us throughout the legislative session.

WHO'S IN CHARGE AROUND HERE, ANYWAY?

BY PAUL FARLEY

This month Governor Owens is inaugurated for his second term; but once Colorado had *three* governors in 24 hours. In 1904, the Republican governor, former Cañon City bank president James H. Peabody, was running for a second term. His administration had struggled to deal with widespread strikes and violence between mine owners and mine workers, and on several occasions Peabody had ordered out the state militia to try to keep the peace. The Democratic challenger, former governor Alva Adams, criticized Peabody's handling of the strikes, running under the slogan, "Anybody but Peabody!"

Even though there wasn't a hanging chad to be found, both sides tried to steal the election. The Democratic Party in Denver paid "repeaters"—gamblers, criminals, and other questionable characters—to pad the results. Aided by Denver election officials and the police department, they changed clothes and used false names as they went from precinct to precinct to vote the Democratic ticket. Some were found to have voted dozens of times: in one precinct where there were only 100 registered voters, 717 Democratic ballots were cast.

For their part, the Republicans forced thousands of miners, saloon keepers, and merchants in the populous mining company towns to attend political meetings. The captive audiences were warned that if Adams won the mines would be closed, and any employees found voting for Adams would be fired.

On election day, Adams claimed victory by 9,000 votes. In January, he was sworn in along with Republican Leadville mayor Jesse F. McDonald, who had been elected Lieutenant Governor by a decisive majority (governors and lieutenant governors used to be elected separately). Peabody filed a protest demanding the General Assembly throw out all of the Denver votes. For the next two months, they heard testimony and debated the case, but could reach no consensus. Although the Republicans had a majority in each house, they were unable to seat Peabody; a substantial number of them both disliked Peabody but couldn't bring themselves to support Adams.

By March the anti-Peabody Republicans had begun to line up behind Lt. Governor McDonald. The Democrats realized it was going to be next to impossible to hold on to Adams, and that the most they could hope to do was to deny the office to Peabody. The pro-Peabody Republicans saw that their man not only did not have support, but that his position was actually weakening with each passing day.

Finally, an uneasy compromise was worked out. The Republicans told Peabody that he had no hope of gaining the support he needed. At their urging, he gave them a letter resigning from the office of governor (which, of course, he didn't have). Then, on the evening of March

16, 1905, the General Assembly adopted a resolution declaring Peabody the winner of the election, thereby immediately unseating Adams after two months in office. Peabody was immediately sworn in, and the next afternoon his resignation letter was delivered to the Secretary of State's office, where Lt. Governor McDonald showed up to take the oath of office.

After all the turmoil leading up to his taking office, McDonald's term was remarkably quiet and

prosperous. Although urged to run for a second term, McDonald declined and returned to private life. Peabody never ran for public office again. Alva Adams did run for governor again, but was defeated. After that he quit politics altogether, although his younger brother Billy was elected to the first of three terms as governor in 1926.

Many thanks to Terry Ketelson and Erin McDanal of the State Archives, who provided research assistance. Additional background information drawn from "Three Governors in a Day," by Marjorie Hornbein in the summer 1968 issue of Colorado Magazine. To read more about this unusual event and the people involved, check out the State Archives' web site at: www.archives.state.co.us/office/gov.html

This and That:

- "The people who cast the votes don't decide an election, the people who count the votes do."—Joseph Stalin
- "Democracy is the worst form of government, except for all the others."—Sir Winston S. Churchill



*Governor Bill Owens
takes the oath of office for his second term.*